

1/15

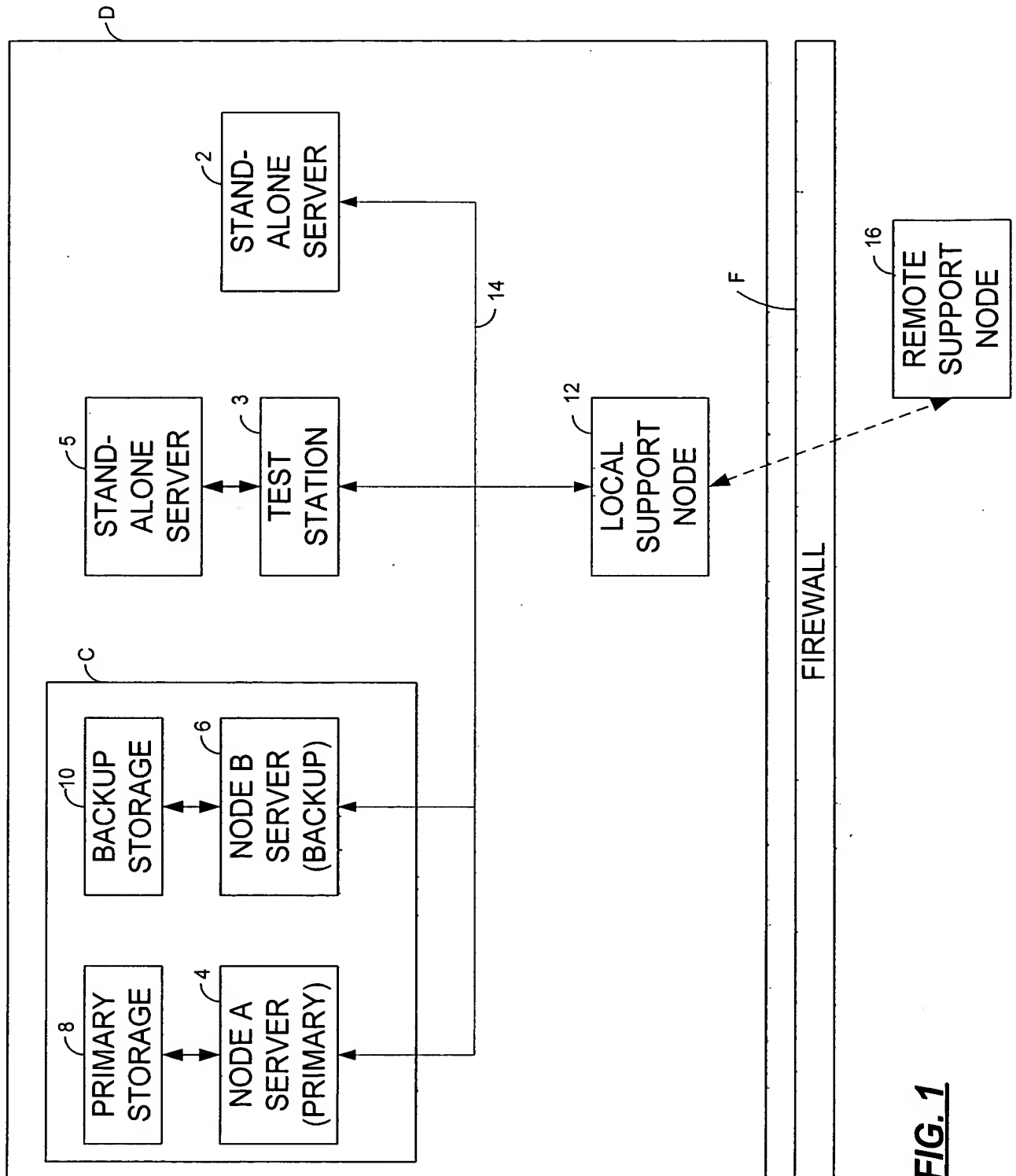
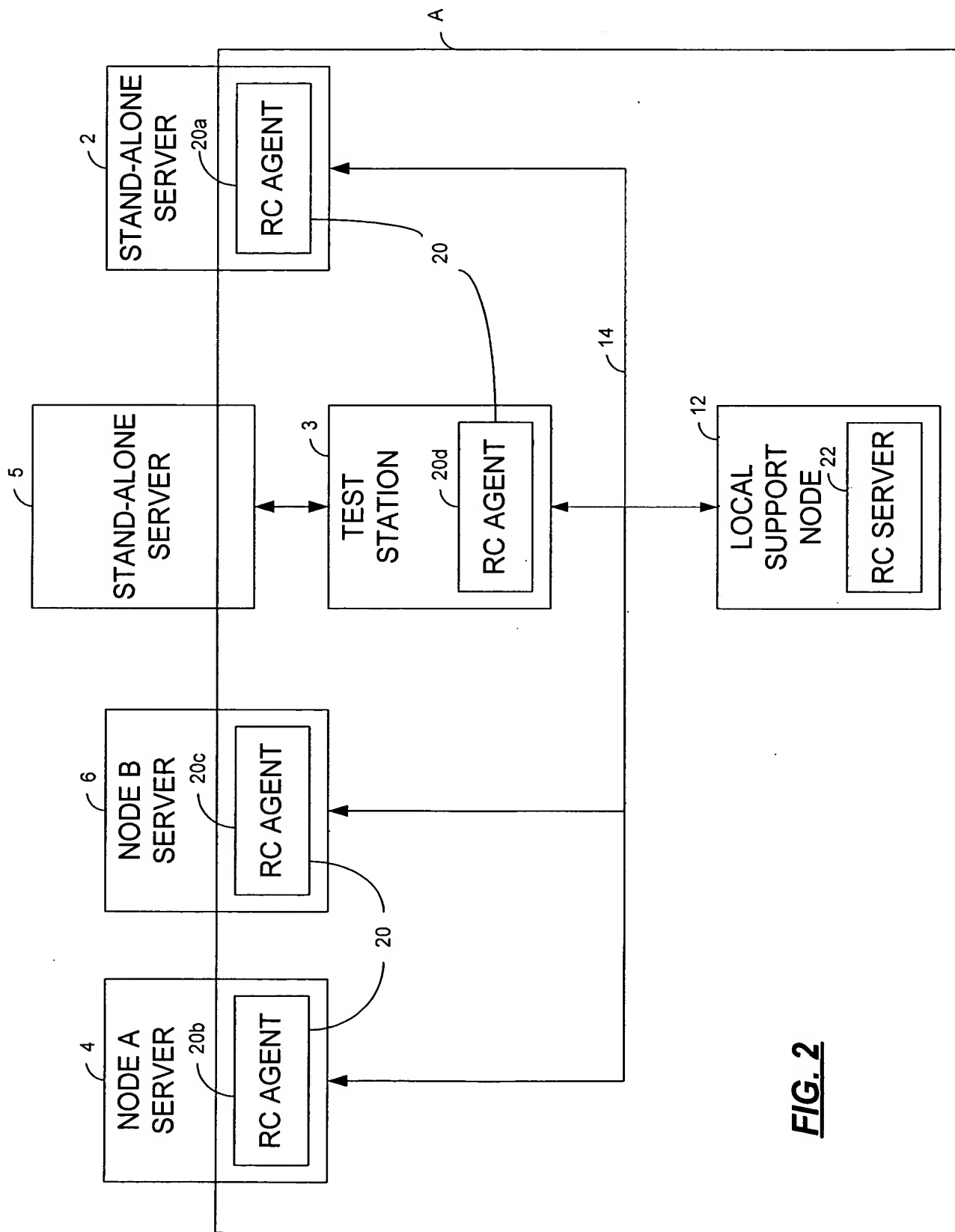


FIG. 1

2/15



3/15

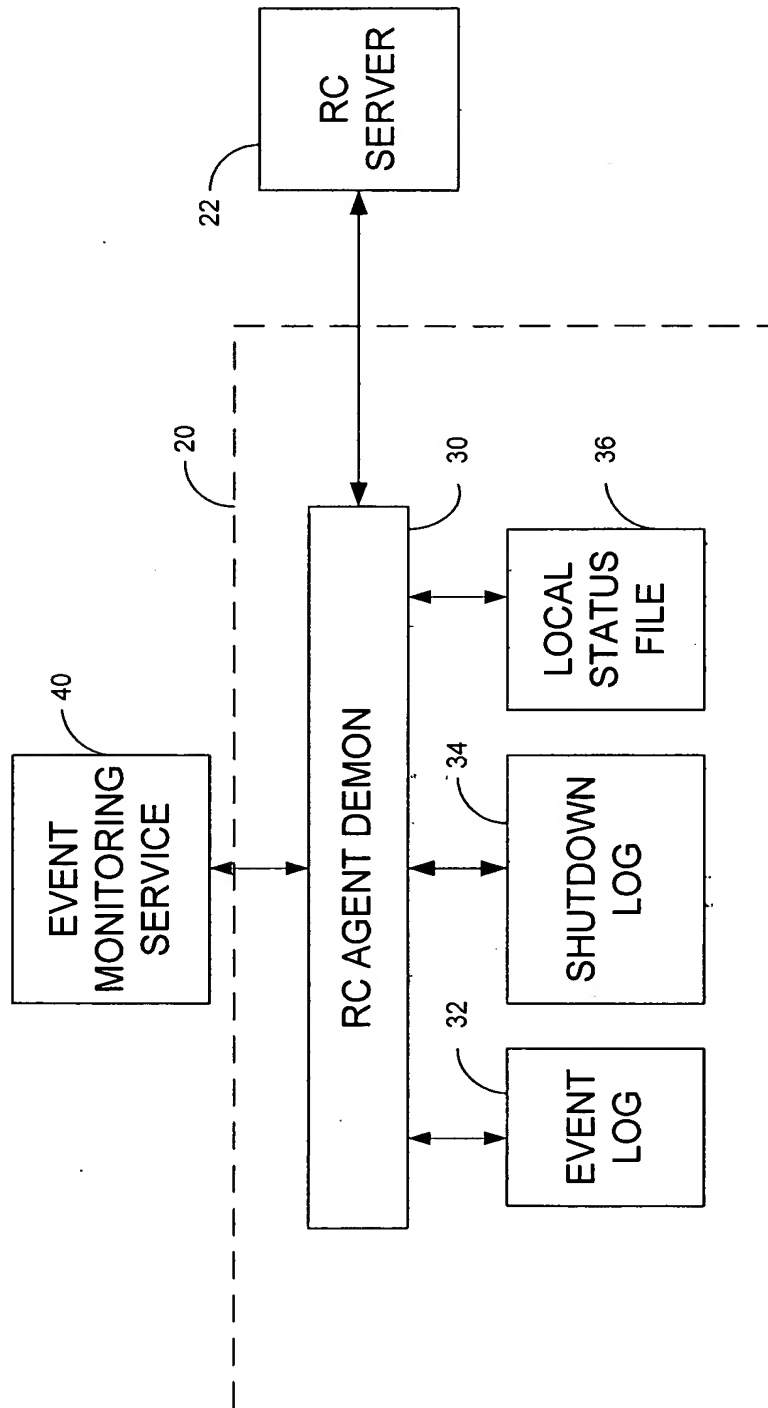
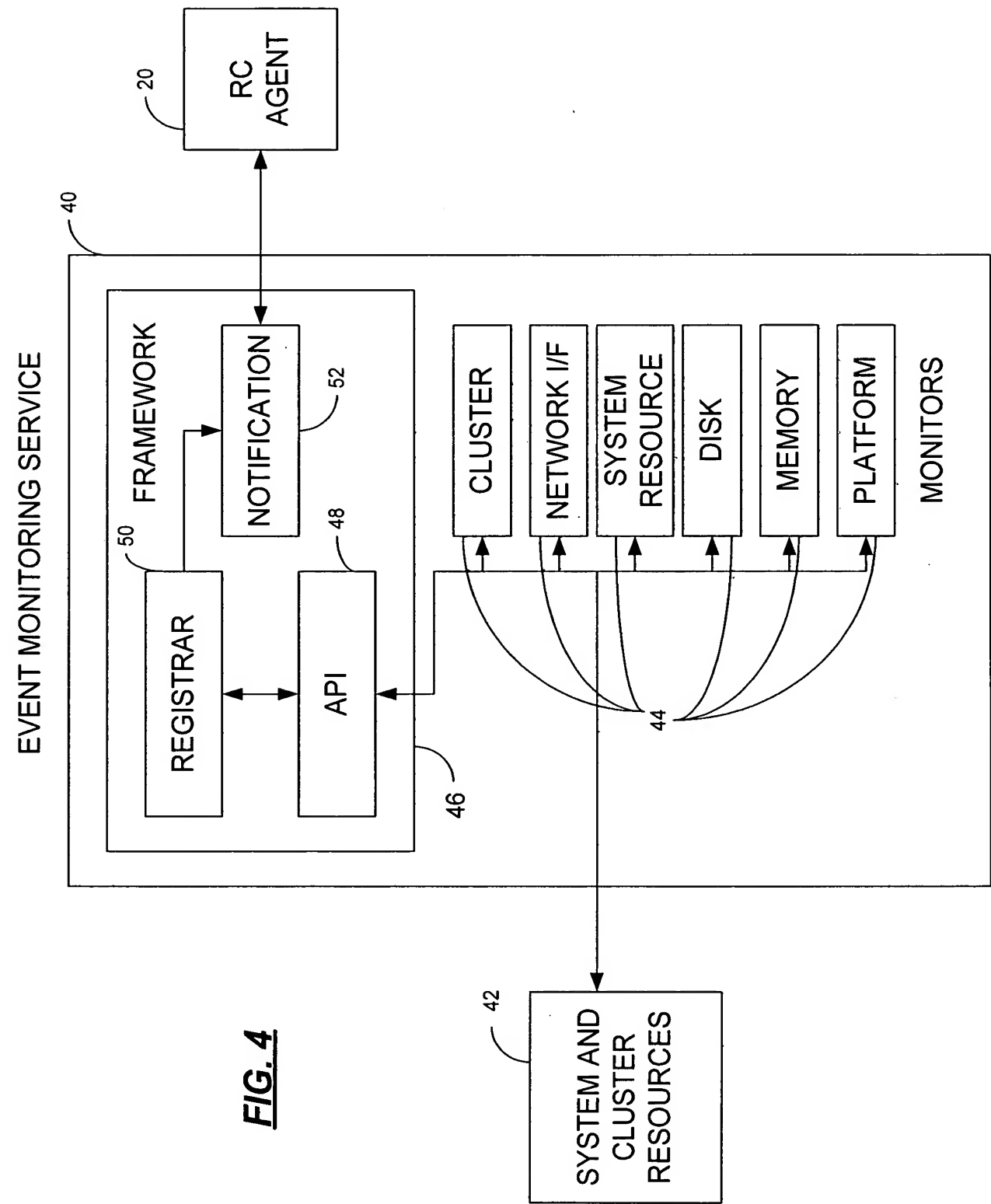
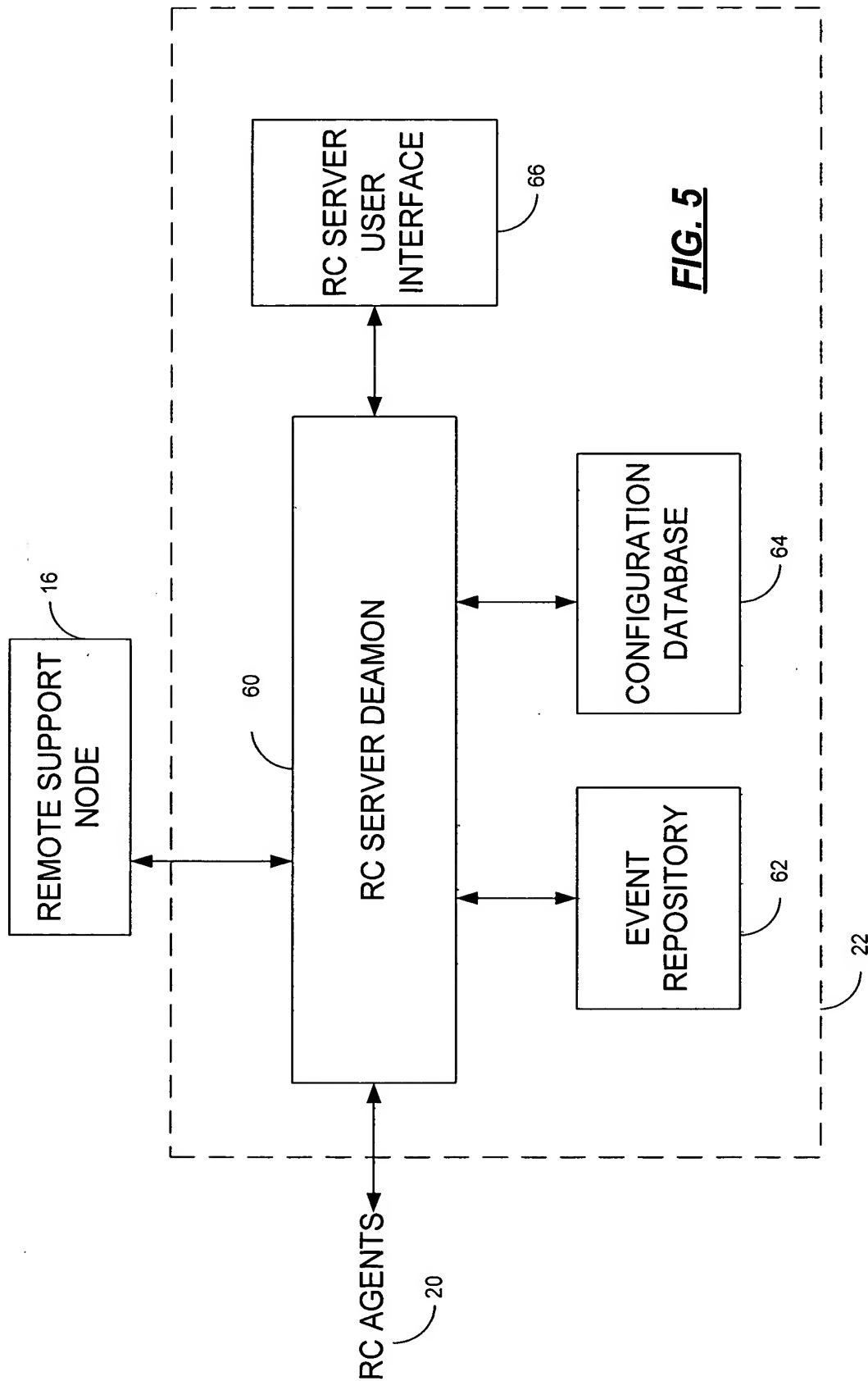


FIG. 3



5/15



6/15

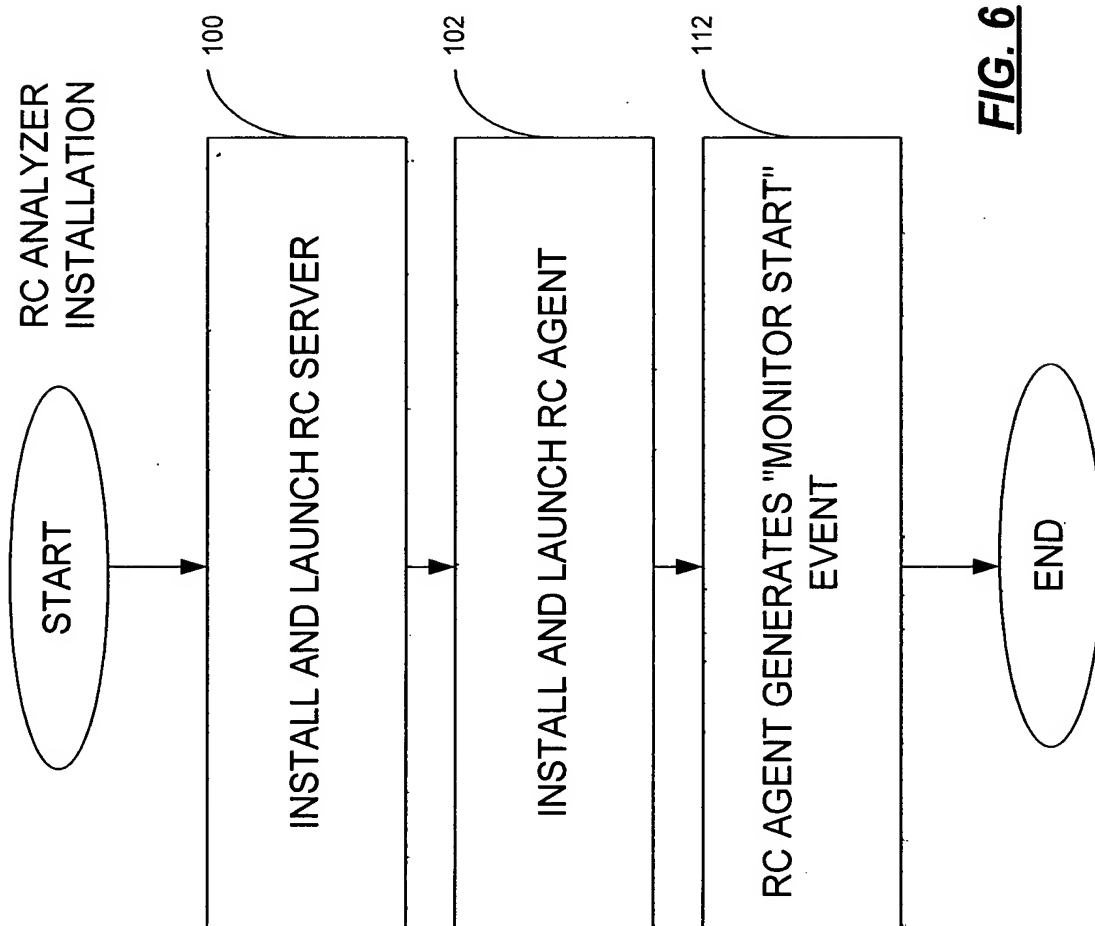
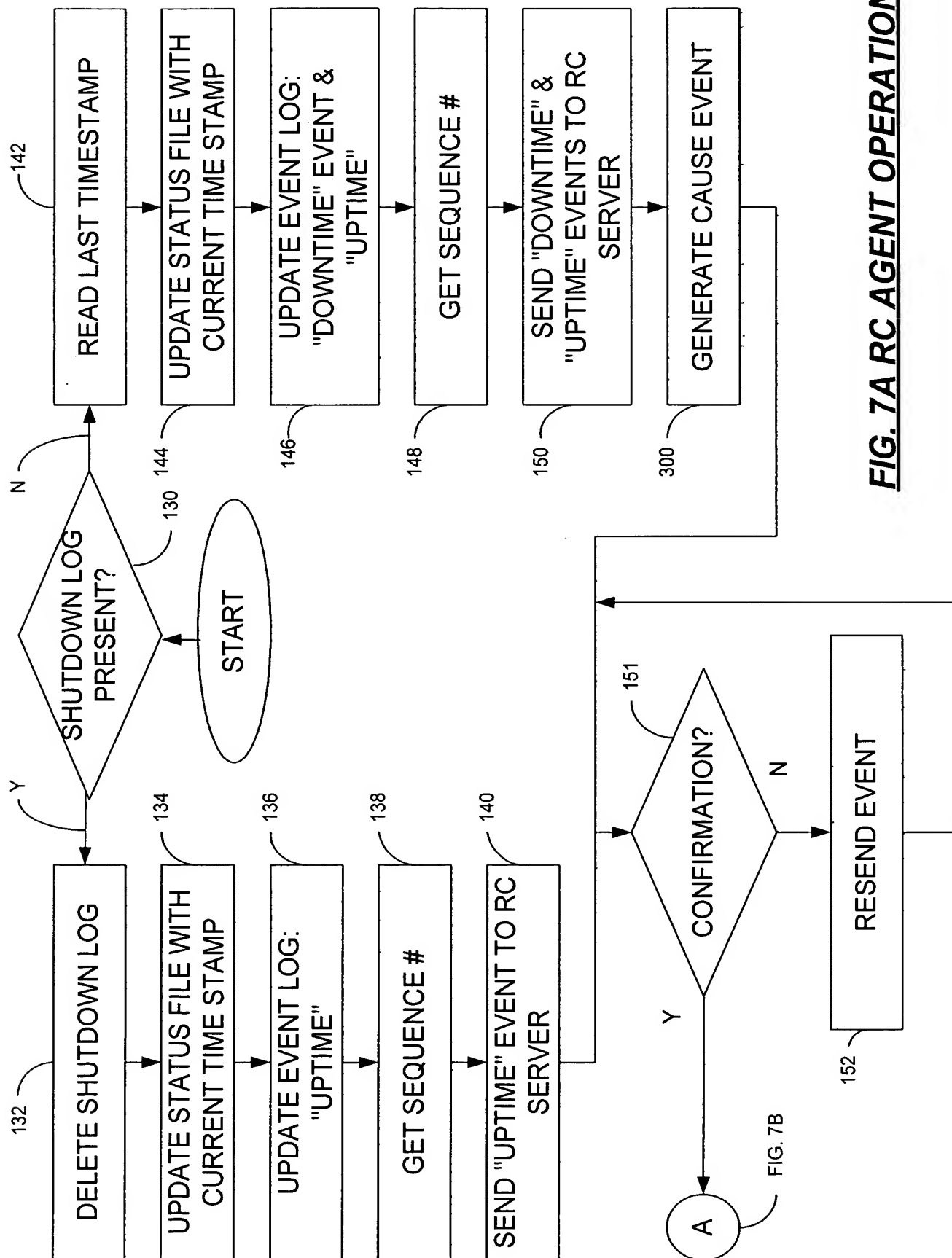
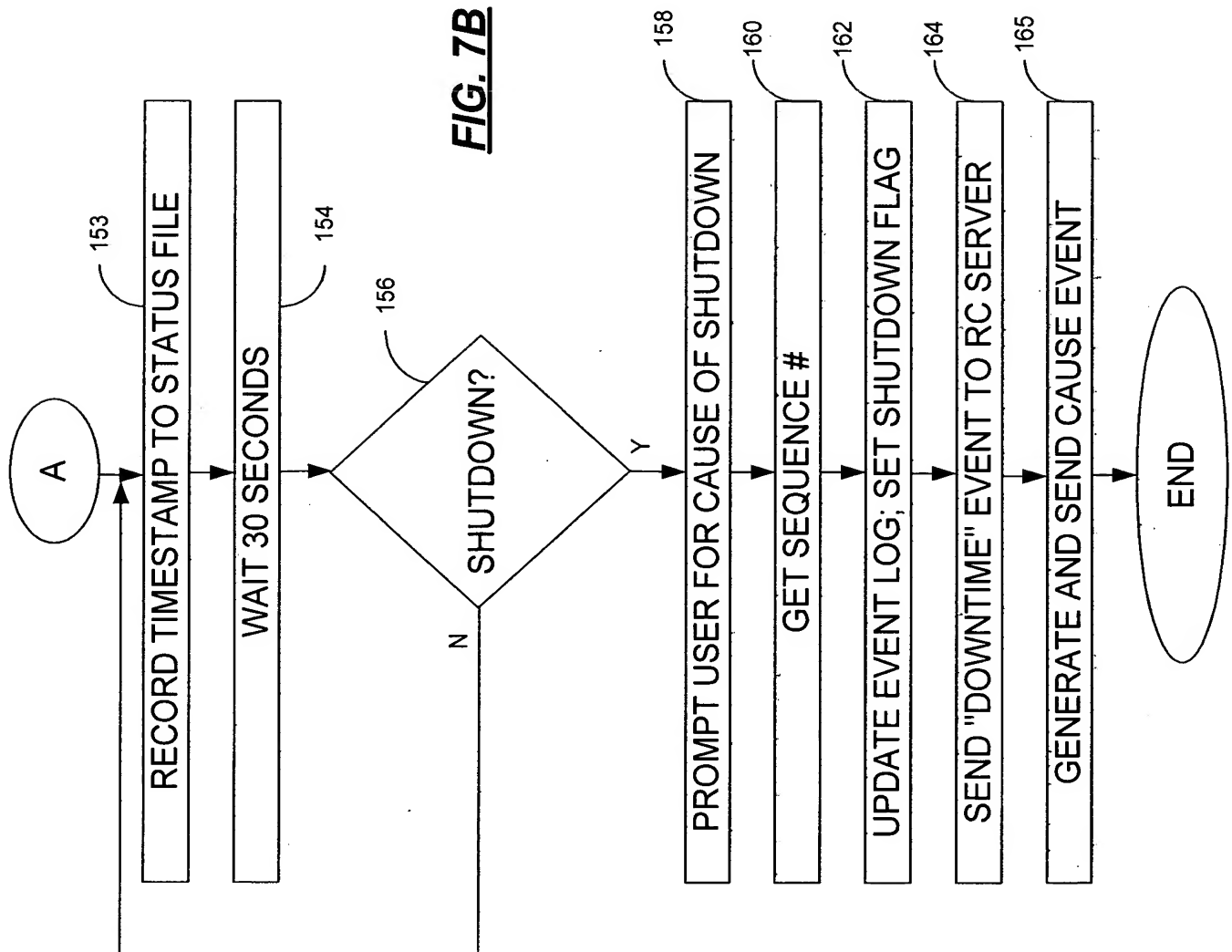


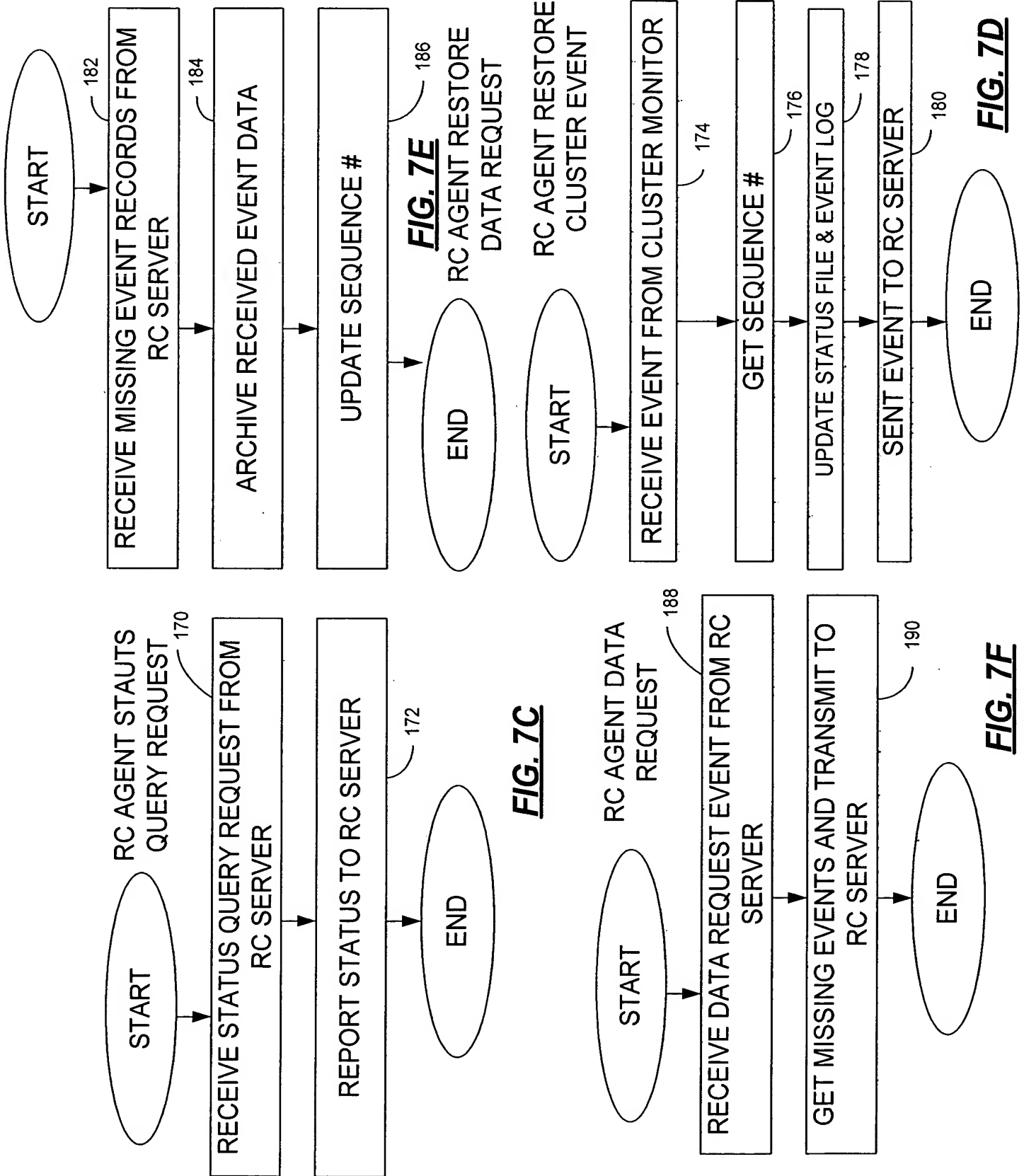
FIG. 6

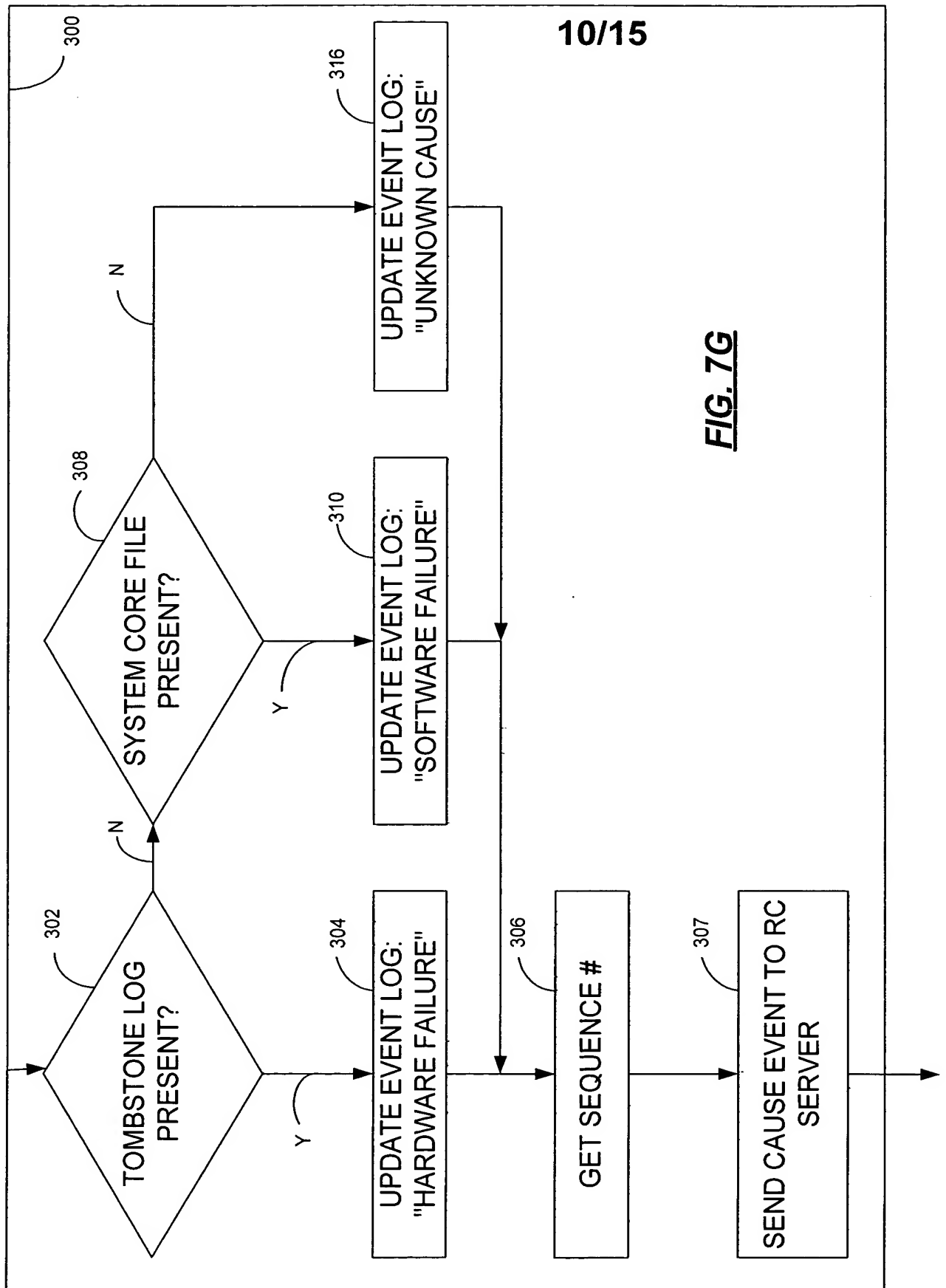


8/15

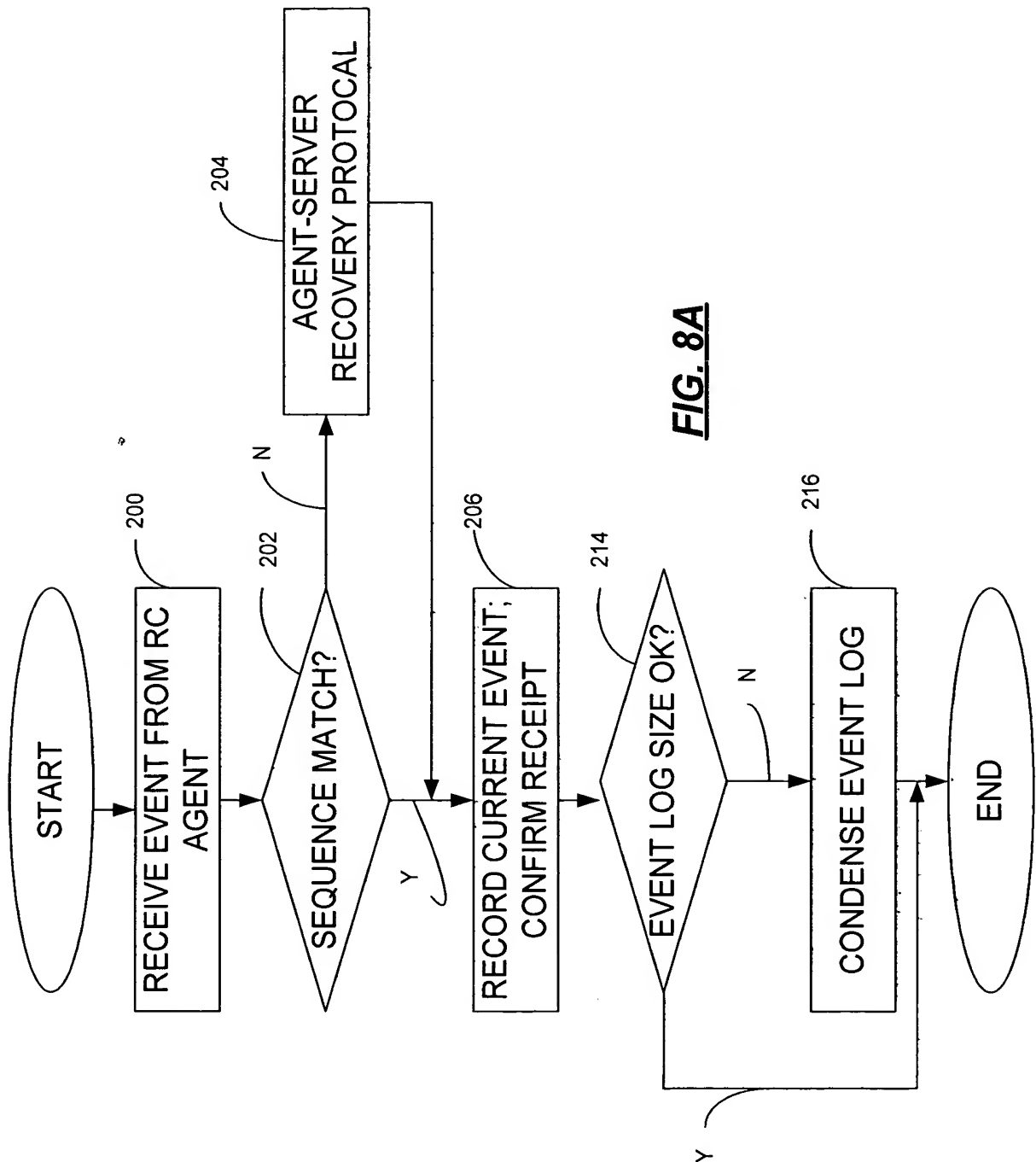


9/15

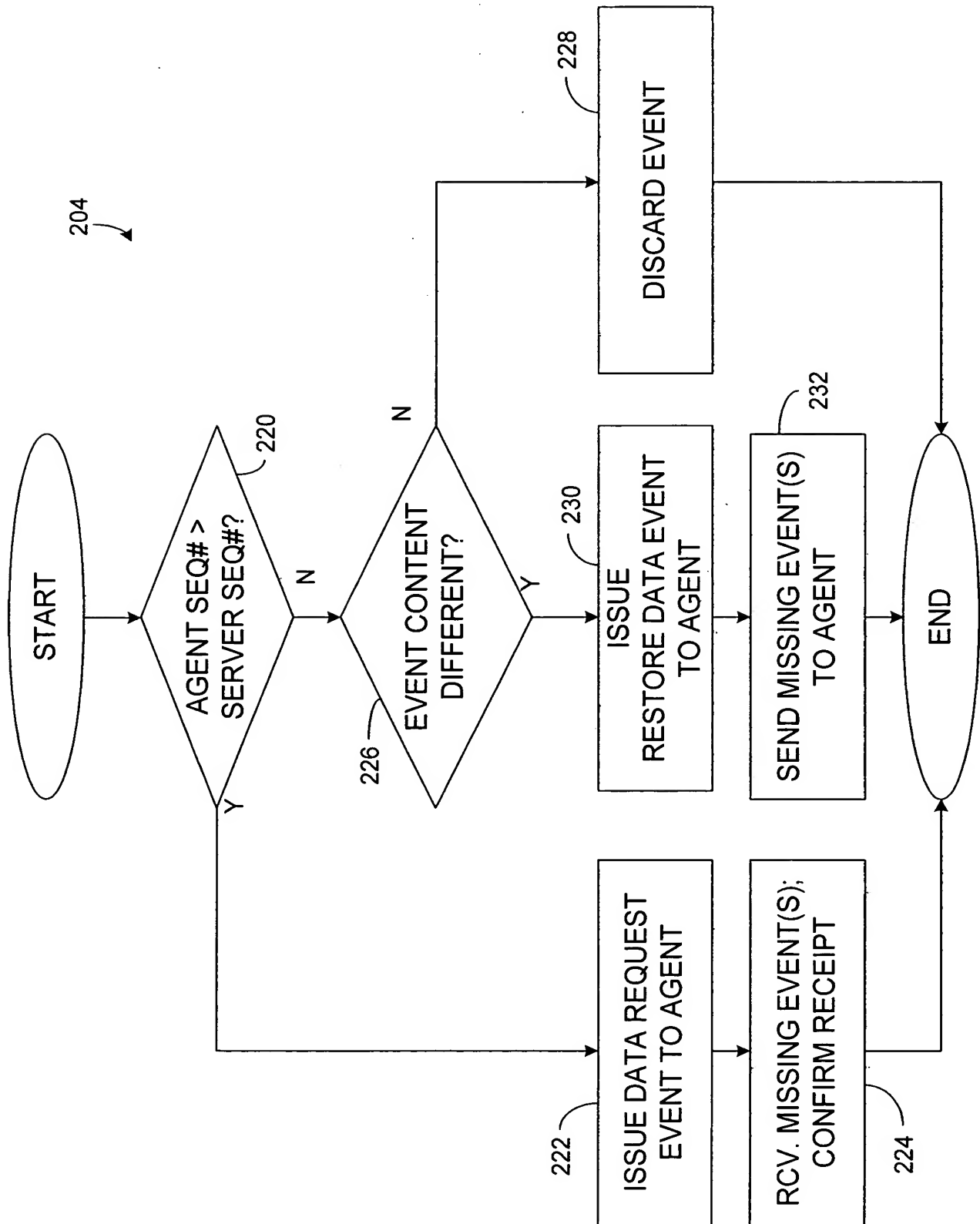




11/15



12/15



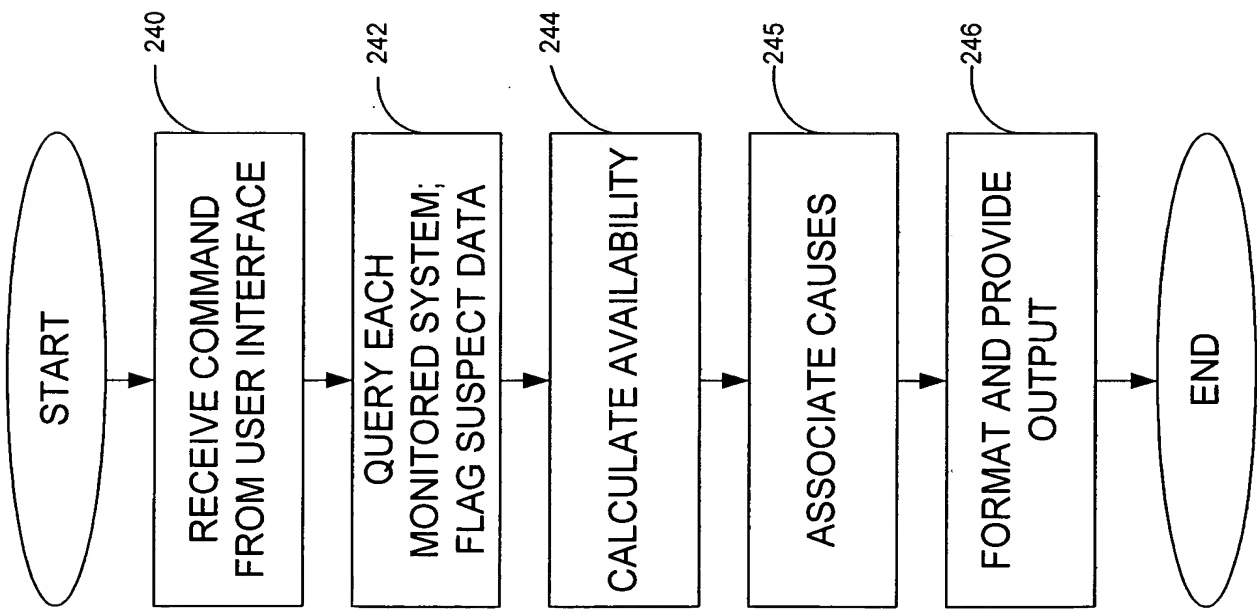


FIG. 8C RC SERVER DATA RPTG.

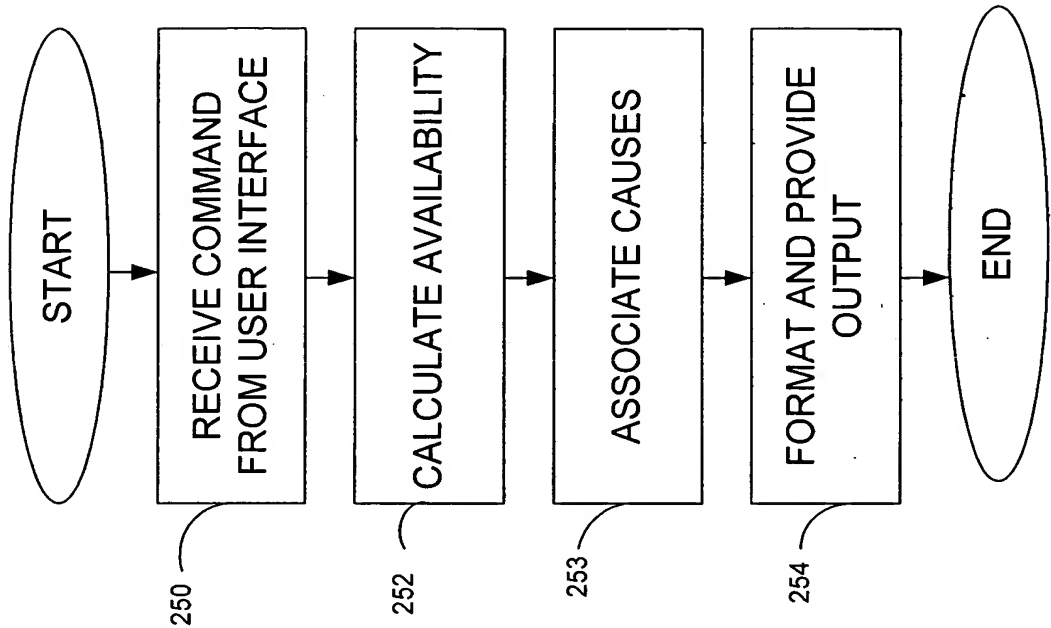


FIG. 8D RC SERVER DATA EXPORT

14/15

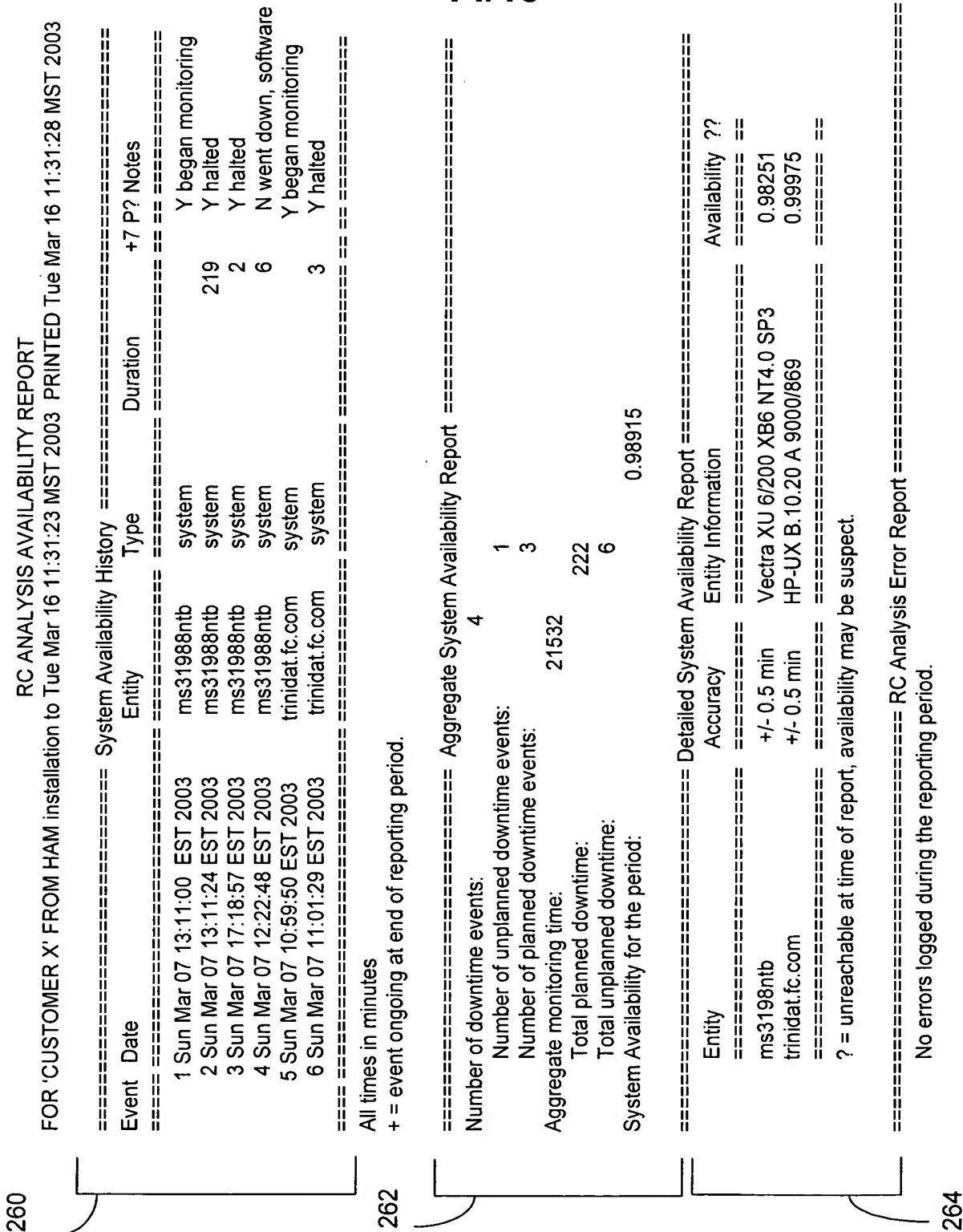


FIG. 8E CAUSE ANALYSIS

Event, I?, Date	Time	UTC (ms)	Entity	Type	Uptime,Downtime,+?,P?,Enterprise,Server ID	Notes
1, Y, Sun 07 Mar 2003, 13:11:00	EST,920837460718	ms3198ntb	system	1,	0, Y,, XXCust,1234567890	began monitoring
2, Y, Sun 07 Mar 2003, 13:11:24	EST,920837484921	ms3198ntb	system	0,	219, Y,, XXCust,1234567890	halted
3, Y, Sun 07 Mar 2003, 16:49:47	EST,920850587125	ms3198ntb	system	30,	0, Y,, XXCust,1234567890	
4, Y, Sun 07 Mar 2003, 17:18:57	EST,920832337296	ms3198ntb	system	0,	2, Y,, XXCust,1234567890	halted
5, Y, Sun 07 Mar 2003, 17:20:10	EST,920837410468	ms3198ntb	system	1163,	0, Y,, XXCust,1234567890	
6, Y, Mon 07 Mar 2003, 12:42:28	EST,920922148500	ms3198ntb	system	0,	6, Y,, XXCust,1234567890	went down, hardware
7, Y, Mon 07 Mar 2003, 12:47:48	EST,920922468406	ms3198ntb	system	4511,	0+, Y,, XXCust,1234567890	
8, Y, Wed 07 Mar 2003, 10:59:50	EST,921088790203	trinidad	system	2,	0, Y,, XXCust,1234567890	began monitoring
8, Y, Wed 07 Mar 2003, 11:01:59	EST,92108889216	trinidad	system	0,	3, Y,, XXCust,1234567890	halted
8, Y, Wed 07 Mar 2003, 11:03:39	EST,921089019234	trinidad	system	1736,	0+, Y,, XXCust,1234567890	
Availability Computation						
UPTIME = 1 + 30 + 1163 + 4511 + 2 + 1736 = 7443						
DOWNTIME = 219 + 2 + 6 + 3 = 230						
MONITORED TIME = UPTIME + DOWNTIME = 7673						
AVAILABILITY = UPTIME / MONITORED TIME = 0.97002 = 97.002%						

FIG. 8F AVAILABILITY COMPUTATION